

Enterprise Incident Report October 2011

As of 11/1/2011

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Governor's Office	1	28	29
	0	17	17
Customer Company Total	1	28	29
	0	17	17

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents		MIR Total
	Bottom Number - Missed Inital Response		
	High	Low	
Governor's Office	1	28	29
	0	0	0
Customer Company Total	1	28	29
	0	0	0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
Governor's Office	1 0.10	28 0.15	29 0.15
Customer Company Total	1 0.10	28 0.15	29 0.15

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
Governor's Office	1 0	28 0	29 0
Customer Company Total	1 0	28 0	29 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
Governor's Office	1	28	29
	0.25	0.62	0.60
Customer Company Total	1	28	29
	0.25	0.62	0.60

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Detail

INC000000392182	Jacey Skinner	Application	None	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392373	John Nowoslawski	Mobile Devices	Error	BlackBerry Enterprise Server	TIR Missed: No	TIR: 0.14
Help Desk	Eileen Dubach	Governor's Office	Low	Closed	TTR Missed: No	TTR: 1.30
INC000000392745	Chris Tallackson	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.40
Metro B Desktop Support	Anthony Booyse	Governor's Office	Low	Closed	TTR Missed: No	TTR: 1.08
INC000000393542	Joanne Slotnik	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394160	Deborah Boren	PC/Laptop	None	None	TIR Missed: No	TIR: 0.33
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed: No	TTR: 2.94
INC000000394212	Lee Wyckoff	Network	Error	None	TIR Missed: No	TIR: 0.42
Metro D Desktop Support	Steve Gibb	Governor's Office	Low	Closed	TTR Missed: No	TTR: 1.37
INC000000394881	Kelsey Garner	Telecom	None	Telephone	TIR Missed: No	TIR: 0.28
Voice Operations	Romanza Hamblin	Governor's Office	Low	Closed	TTR Missed: No	TTR: 1.03
INC000000395104	Smith Monson	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000395414	Aaron Neuenschwander	Application	Reporting	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396392	David Kallas	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396559	Kelsey Garner	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000397042	John Nowoslawski	Application	Error	None	TIR Missed: No	TIR: 0.13
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed: No	TTR: 2.68
INC000000397874	Noleen Warrick	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.56
Metro D Desktop Support	Eldon Jenson	Governor's Office	Low	Closed	TTR Missed: No	TTR: 2.51
INC000000397909	Cheralyn Anderson	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398564	Alan Matheson Jr.	Application	Password	Employee Gateway	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000399201	Andrea Hansen	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR: 0.10
Voice Operations	Kelly Johnson	Governor's Office	High	Closed	TTR Missed: No	TTR: 0.25

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INC000000400189	Briant Smith Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400194	David Walsh Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400197	Kimberlee Willette Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401012	Andrew Bernstein Metro B Help Desk	Network Gary Graham	Password Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401598	Noleen Warrick Metro D Help Desk	Network Doug Brown	Error Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401940	Daniel O'bannon Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402895	Alan Matheson Jr. Metro D Help Desk	Network John Robinson	Password Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403487	Carolynne Loder Voice/Data/WAN Services	Telecom Greg Blessing	Dial Tone Governor's Office	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 0.92
INC000000403739	John Nowoslawski Metro B Desktop Support	Application Peter Musser	None Governor's Office	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70
INC000000404444	Chris Tallackson Metro B Desktop Support	Application Bill Crowther	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 1.17
INC000000404851	John Nowoslawski Metro B Desktop Support	None Bill Crowther	None Governor's Office	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.48
INC000000405766	Ken Vargason Capitol Desktop Support	Application Chad Poll	Password Governor's Office	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000406696	Justin Lee Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00